IN THE CLAIMS:

All pending claims and their present status are produced below. No claims are amended or added herein.

1 1.   (Previously presented) A method for reformatting messages for multiple display

2 environments, the method comprising:

3   determining a visual presentation of a user interface including a message display area

4   having a first visual format that includes a first display parameter;

5   receiving a message for display within the message display area, the message having

6   a second visual format that differs from the first visual format such that

7   displaying the message unmodified would generate a misalignment according

8   to the first display parameter;

9   automatically reformatting the message to generate a reformatted message that

10   conforms with the first visual format; and

11   displaying the reformatted message within the message display area, wherein the

12   displayed reformatted message conforms to the first display parameter.

1 2.   (Previously presented) The method of claim 1, wherein the first visual format further

2 includes a second display parameter, and the displayed reformatted message conforms to the

3 first display parameter and the second display parameter.

1 3.   (Original) The method of claim 2, wherein the first display parameter is a line length

2 and the second display parameter is a maximum number of display lines.

1 4.   (Original) The method of claim 3, wherein automatically reformatting comprises:

2   receiving the line length and the maximum number of display lines; and

3   re-flowing the message to provide a reformatted message having lines that correspond

4   to the line length.

1 5.   (Original) The method of claim 4, wherein re-flowing the message comprises:

2   populating a current reformatted line within the reformatted message with a current

3   line from the message; and

4   incrementing to a next reformatted line where insertion of an additional word from

5   the current line would cause the current reformatted line to exceed the line

6   length.

1 6.   (Original) The method of claim 5, wherein re-flowing the message further comprises:

2   continuing to populate the current reformatted line with a next line from the message

3   where the current line is exhausted before the current reformatted line exceeds

4   the line length.

1 7.   (Original) The method of claim 6, wherein re-flowing the message further comprises:

2   determining a paragraph break where the current line is exhausted and the current line

3   is less than a predetermined minimum length.

1 8.   (Original) The method of claim 6, wherein re-flowing the message further comprises:

2   determining a paragraph break where the current line is exhausted and a double line

3   break is found before the next word in the message.

1 9.   (Previously presented) The method of claim 1, wherein the user interface is included

2 in a network based customer service system and the reformatted message is saved in a

3 database used by the network based customer service system.

1   10.   (Previously presented) A computer readable storage medium that stores a set of

2 software instructions, which are executable to reformat messages for multiple display

3 environments, the instructions comprising:

4   determining a visual presentation of a user interface including a message display area

5   having a first visual format that includes a first display parameter;

6   receiving a message for display within the message display area, the message having

7   a second visual format that differs from the first visual format such that

8   displaying the message unmodified would generate a misalignment according

9   to the first display parameter;

10   automatically reformatting the message to generate a reformatted message that

11   conforms with the first visual format; and

12   displaying the reformatted message within the message display area, wherein the

13   displayed reformatted message conforms to the first display parameter

1   11.   (Previously presented) The storage medium of claim 10, wherein the first visual

2 format further includes a second display parameter, and the displayed reformatted message

3 conforms to the first display parameter and the second display parameter.

1   12.   (Original) The storage medium of claim 11, wherein the first display parameter is a

2 line length and the second display parameter is a maximum number of display lines.

1   13.   (Original) The storage medium of claim 12, wherein automatically reformatting

2 comprises:

3   receiving the line length and the maximum number of display lines; and

4   re-flowing the message to provide a reformatted message having lines that correspond

5   to the line length.

1   14.   (Original) The storage medium of claim 13, wherein re-flowing the message

2   comprises:

3   populating a current reformatted line within the reformatted message with a current

4   line from the message; and

5   incrementing to a next reformatted line where insertion of an additional word from

6   the current line would cause the current reformatted line to exceed the line

7   length.

1   15.   (Original) The storage medium of claim 14, wherein re-flowing the message further

2   comprises:

3   continuing to populate the current reformatted line with a next line from the message

4   where the current line is exhausted before the current reformatted line exceeds

5   the line length.

1   16.   (Original) The storage medium of claim 15, wherein re-flowing the message further

2   comprises:

3   determining a paragraph break where the current line is exhausted and the current line

4   is less than a predetermined minimum length.

1   17.   (Original) The storage medium of claim 15, wherein re-flowing the message further

2   comprises:

3   determining a paragraph break where the current line is exhausted and a double line

4   break is found before the next word in the message.

1   18.   (Previously presented) The storage medium of claim 10, wherein the user interface is

2   included in a network based customer service system and the reformatted message is saved in

3   a database used by the network based customer service system.

1   19.   (Previously presented) An apparatus for reformatting messages for multiple display

2   environments, the apparatus comprising:

3   an interface determination module, configured to determine a visual presentation of a

4   user interface including a message display area having a first visual format

5   that includes a first display parameter;

6   a message buffer, configured to receive a message for display within the message

7   display area, the message having a second format that differs from the first

8   visual format such that displaying the message unmodified would generate a

9   misalignment according to the first display parameter; and

10   a reformatting module, in communication with the interface determining module and

11   the message buffer, configured to automatically reformat the message to

12   generate a reformatted message that conforms with the first visual format, for

13   displaying the reformatted message within the message display area, wherein

14   the displayed reformatted message conforms to the first display parameter.

1   20.   (Previously presented) The apparatus of claim 19, wherein the first visual format

2   further includes a second display parameter, and the displayed reformatted message conforms

3   to the first display parameter and the second display parameter.

1   21.   (Original) The apparatus of claim 20, wherein the first display parameter is a line

2   length and the second display parameter is a maximum number of display lines.

1   22.   (Original) The apparatus of claim 21, wherein automatically reformatting comprises:

2   receiving the line length and the maximum number of display lines; and

3   re-flowing the message to provide a reformatted message having lines that correspond

4   to the line length.

1   23.   (Original) The apparatus of claim 22, wherein re-flowing the message comprises:

2   populating a current reformatted line within the reformatted message with a current

3   line from the message; and

4   incrementing to a next reformatted line where insertion of an additional word from

5   the current line would cause the current reformatted line to exceed the line

6   length.

1   24.   (Original) The apparatus of claim 23, wherein re-flowing the message further

2   comprises:

3   continuing to populate the current reformatted line with a next line from the message

4   where the current line is exhausted before the current reformatted line exceeds

5   the line length.

1   25.   (Original) The apparatus of claim 24, wherein re-flowing the message further

2   comprises:

3   determining a paragraph break where the current line is exhausted and the current line

4   is less than a predetermined minimum length.

1   26.   (Original) The apparatus of claim 24, wherein re-flowing the message further

2   comprises:

3 determining a paragraph break where the current line is exhausted and a double line

4 break is found before the next word in the message.

1 27. (Previously presented) The apparatus of claim 19, wherein the user interface is

2 included in a network based customer service system and the reformatted message is saved in

3 a database used by the network based customer service system.

1 28. (Previously presented) An apparatus for reformatting messages for multiple display

2 environments, the apparatus comprising:

3 means for determining a visual presentation of a user interface including a message

4 display area having a first visual format that includes a first display parameter;

5 means for receiving a message for display within the message display area, the

6 message having a second visual format that differs from the first visual format

7 such that displaying the message unmodified would generate a misalignment

8 according to the first display parameter; and

9 means for automatically reformatting the message to generate a reformatted message

10 that conforms with the first visual format, for displaying the reformatted

11 message within the message display area, wherein the displayed reformatted

12 message conforms to the first display parameter.

1 29. (Previously presented) The apparatus of claim 28, wherein the first visual format

2 further includes a second display parameter, and the displayed reformatted message conforms

3 to the first display parameter and the second display parameter.

1 30. (Original) The apparatus of claim 29, wherein the first display parameter is a line

2 length and the second display parameter is a maximum number of display lines.

1   31.   (Original) The apparatus of claim 30, wherein automatically reformatting comprises:

2   receiving the line length and the maximum number of display lines; and

3   re-flowing the message to provide a reformatted message having lines that correspond

4   to the line length.

1   32.   (Original) The apparatus of claim 31, wherein re-flowing the message comprises:

2   populating a current reformatted line within the reformatted message with a current

3   line from the message; and

4   incrementing to a next reformatted line where insertion of an additional word from

5   the current line would cause the current reformatted line to exceed the line

6   length.

1   33.   (Original) The apparatus of claim 32, wherein re-flowing the message further

2   comprises:

3   continuing to populate the current reformatted line with a next line from the message

4   where the current line is exhausted before the current reformatted line exceeds

5   the line length.

1   34.   (Original) The apparatus of claim 33, wherein re-flowing the message further

2   comprises:

3   determining a paragraph break where the current line is exhausted and the current line

4   is less than a predetermined minimum length.

1   35.   (Original) The apparatus of claim 33, wherein re-flowing the message further

2   comprises:

3   determining a paragraph break where the current line is exhausted and a double line

4   break is found before the next word in the message.

1   36.   (Previously presented) The apparatus of claim 28, wherein the user interface is

2   included in a network based customer service system and the reformatted message is saved in

3   a database used by the network based customer service system.

1   37.   (Previously presented) The method of claim 1, wherein the first display parameter

2   corresponds to one of a bullet character, tab character and paragraph break.

3   38.   (Previously presented) The method of claim 10, wherein the first display parameter

4   corresponds to one of a bullet character, tab character and paragraph break.

5   39.   (Previously presented) The method of claim 19, wherein the first display parameter

6   corresponds to one of a bullet character, tab character and paragraph break.

7   40.   (Previously presented) The method of claim 28, wherein the first display parameter

8   corresponds to one of a bullet character, tab character and paragraph break.